



Telephony Web Services

TWS Stats v 3.1

User Guide



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Online documentation

You can access online documentation by clicking on the  icon on the **TWS Caller** sidebar, then by choosing the *Documentation option*.

Document control

Current version 1.4
Previous version 1.3

TWS Stats v3.1 User Guide
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1. Overview of TWS Stats

TWS Stats is a simple tool allowing to produce tables or graphics (histograms) from your TWS data regarding:

- Number of calls,
- Number of established calls,
- Number of failed calls (no response),
- Percentage of unsuccessful calls (Number of failed vs. total number of calls),
- Total speaking time (duration of conversation),
- Average speaking time (duration of conversation),
- Average pick-up time.


This data can be displayed in different time periods (days, hours, or seconds) and filtered by different selection criteria (Time, Speaker Type, Call Type) and aggregated and displayed upon different time criteria (Year, Month, day, hour of the day, day of the week).

Reports (Tables and graphics) can be printed out or exported, and selection criteria (report parameters) saved and retrieved.

TWS Stats is an optional module that integrates harmoniously into TWS Caller. Please refer to TWS Caller documentation prior to reading this document.

In order to obtain these statistics on multiple users and/or group of users, you need a special authorization from your system administrator called **TWS Stats Admin**.

2. TWS Stats interface description

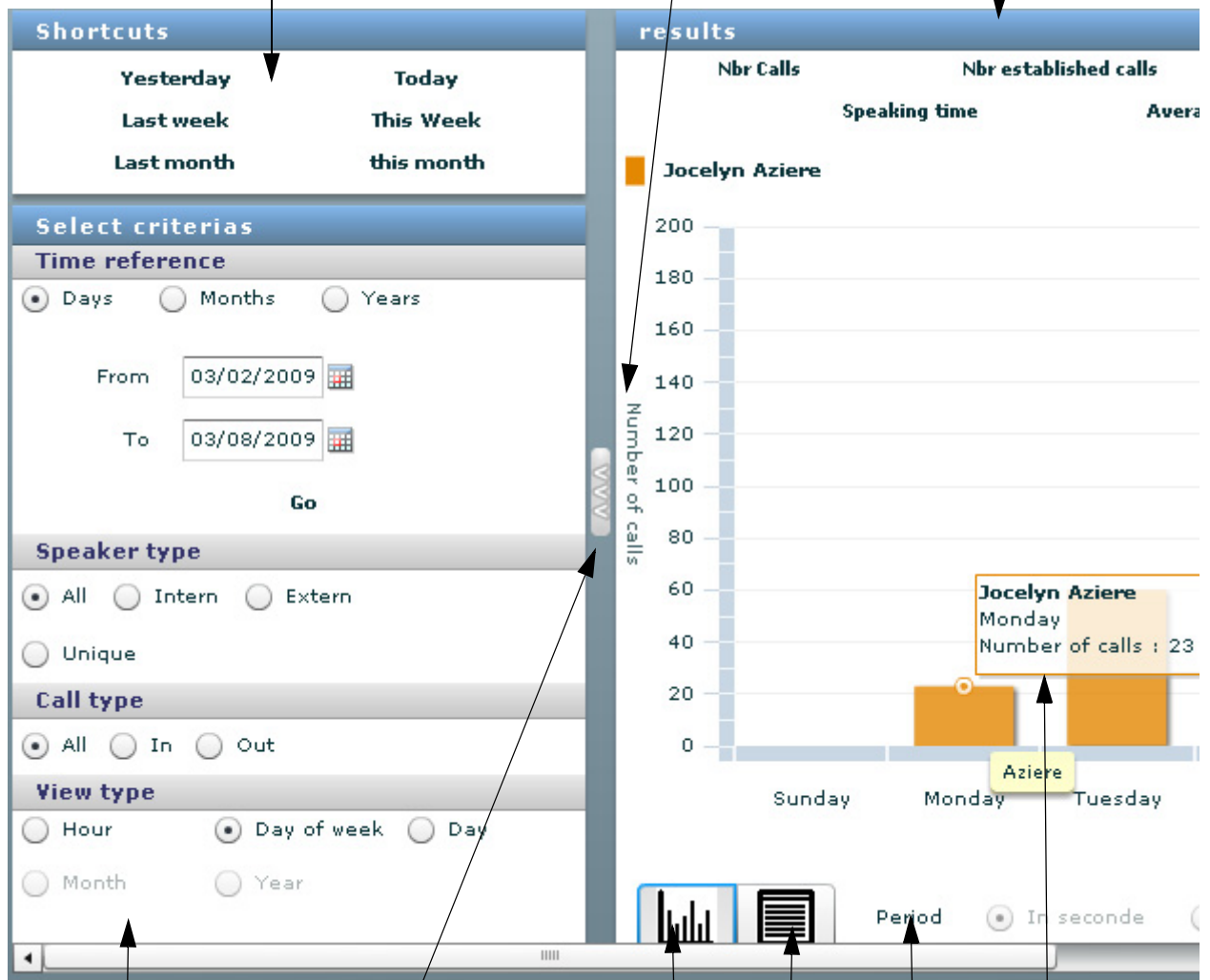
If this option has been activated by your administrator, you can access the *Stats* module by clicking on the icon  in the Applications Bar, at the bottom of the TWS *Caller* sidebar.

The following window is opened in a web page:

Time selection - Shortcuts

Selected measure

Results window



Selection criteria or report parameters

graphic

Report

for Time measures (only)

On graphics, when moving the mouse over a bar, you can see the detail of the measure and data reported.

You can extend the results and see the report in full page by clicking on the "extend" icon.

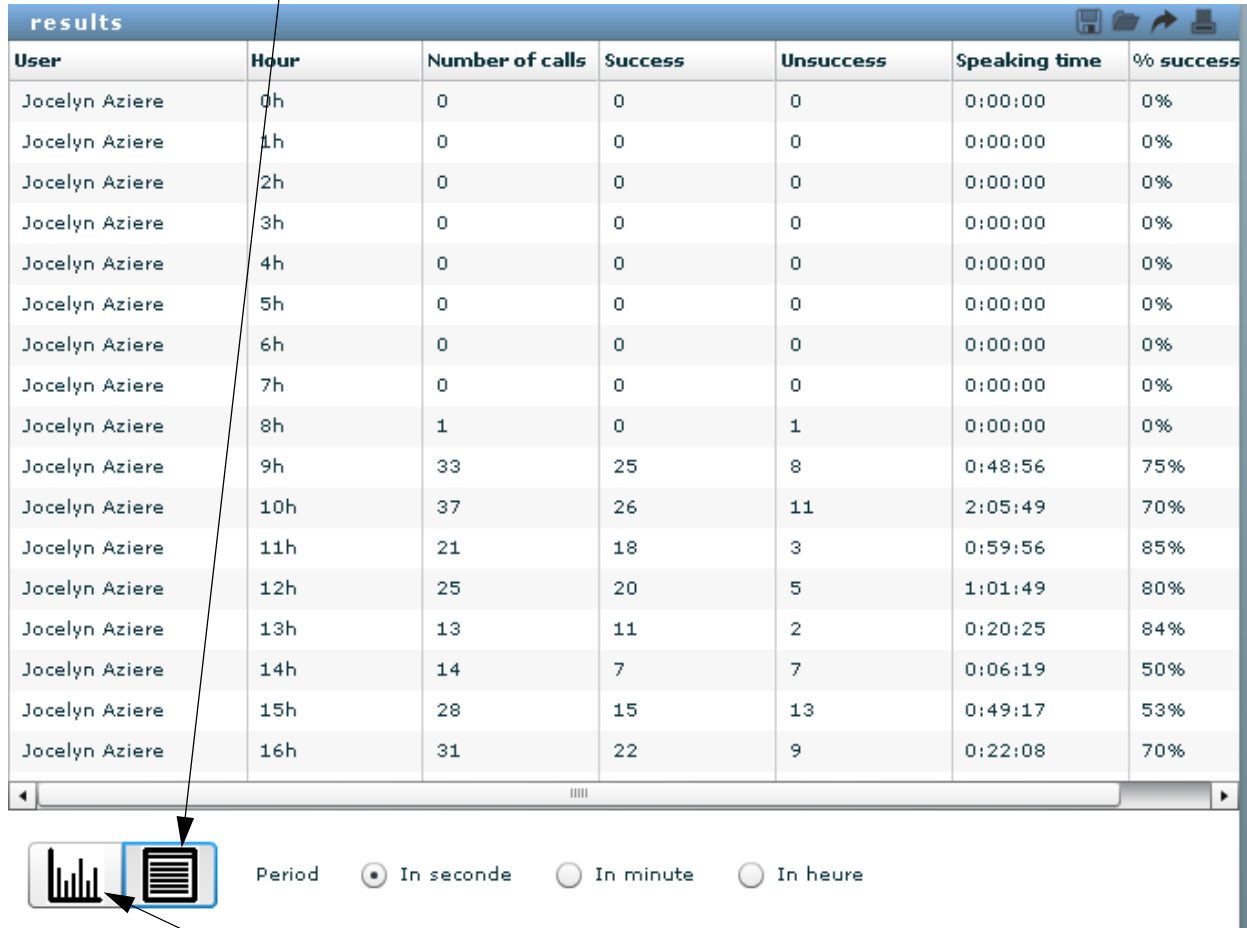
2.1. Measures, Reports and Graphics

The measures available for reports (tables and graphics) are:

- Number of calls,
- Number of established calls ("Success"),
- Number of failed calls (no response or "Unsuccessful"),
- Percentage of unsuccessful calls (Number of failed vs. total number of calls),

- Total speaking time (duration of conversation),
- Average speaking time (duration of conversation),
- Average pick-up time

When you select "Table", all measures are displayed.

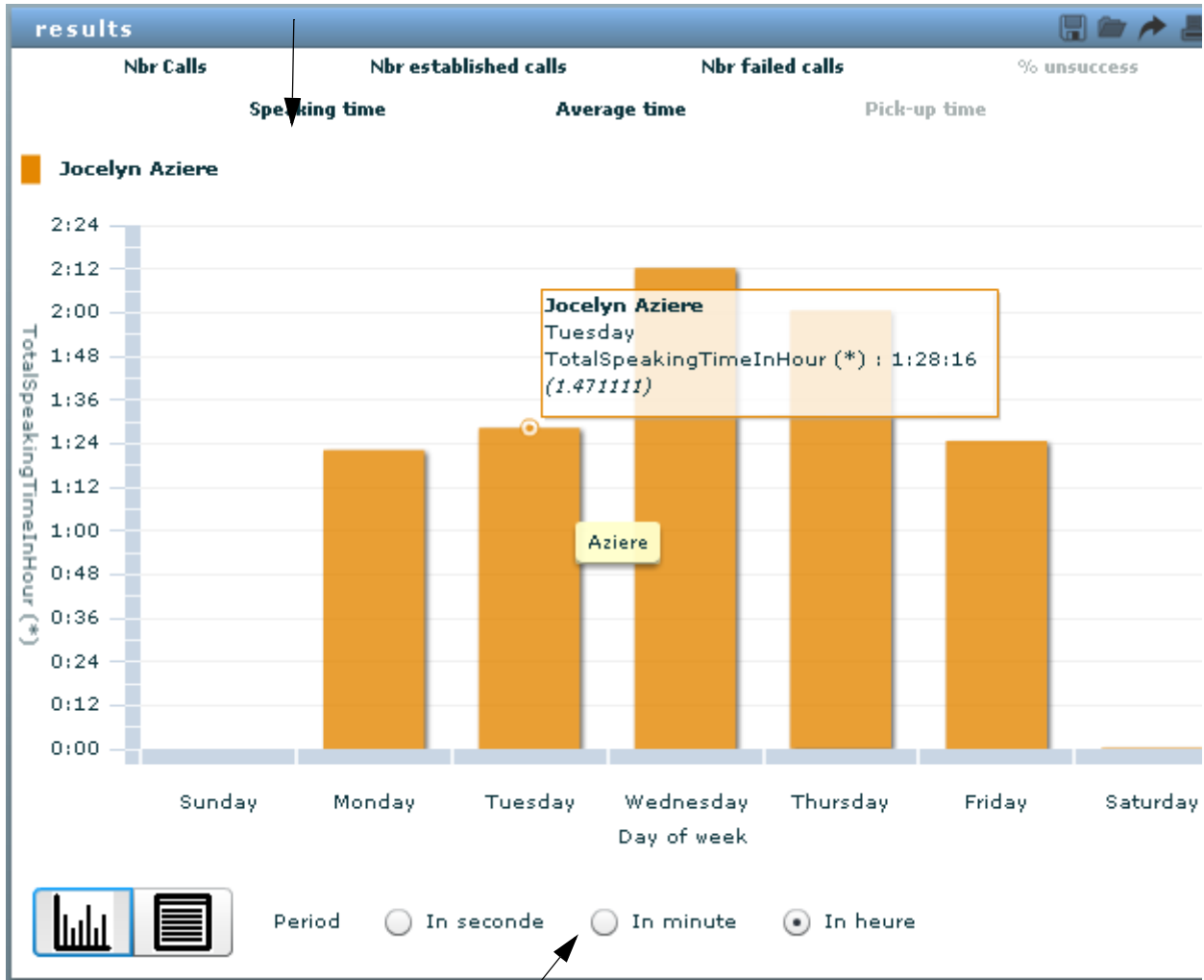


User	Hour	Number of calls	Success	Unsuccess	Speaking time	% success
Jocelyn Aziere	0h	0	0	0	0:00:00	0%
Jocelyn Aziere	1h	0	0	0	0:00:00	0%
Jocelyn Aziere	2h	0	0	0	0:00:00	0%
Jocelyn Aziere	3h	0	0	0	0:00:00	0%
Jocelyn Aziere	4h	0	0	0	0:00:00	0%
Jocelyn Aziere	5h	0	0	0	0:00:00	0%
Jocelyn Aziere	6h	0	0	0	0:00:00	0%
Jocelyn Aziere	7h	0	0	0	0:00:00	0%
Jocelyn Aziere	8h	1	0	1	0:00:00	0%
Jocelyn Aziere	9h	33	25	8	0:48:56	75%
Jocelyn Aziere	10h	37	26	11	2:05:49	70%
Jocelyn Aziere	11h	21	18	3	0:59:56	85%
Jocelyn Aziere	12h	25	20	5	1:01:49	80%
Jocelyn Aziere	13h	13	11	2	0:20:25	84%
Jocelyn Aziere	14h	14	7	7	0:06:19	50%
Jocelyn Aziere	15h	28	15	13	0:49:17	53%
Jocelyn Aziere	16h	31	22	9	0:22:08	70%

View options: Table Graphic In seconde In minute In heure

When you select "Graphic" (by default), only one measure is displayed.

By default, the view displays the total number of calls. You can update the graphic dynamically by clicking on a different measure on the top of the results window:



For speaking time measures, you can choose the type of period upon which you want to produce the statistics (*Seconds, minutes or hours*) at the bottom of the results window.

2.2. Filtering through selection criteria

2.2.1. Filtering through Shortcuts

By simple click, you can select to view your statistics on the following periods:

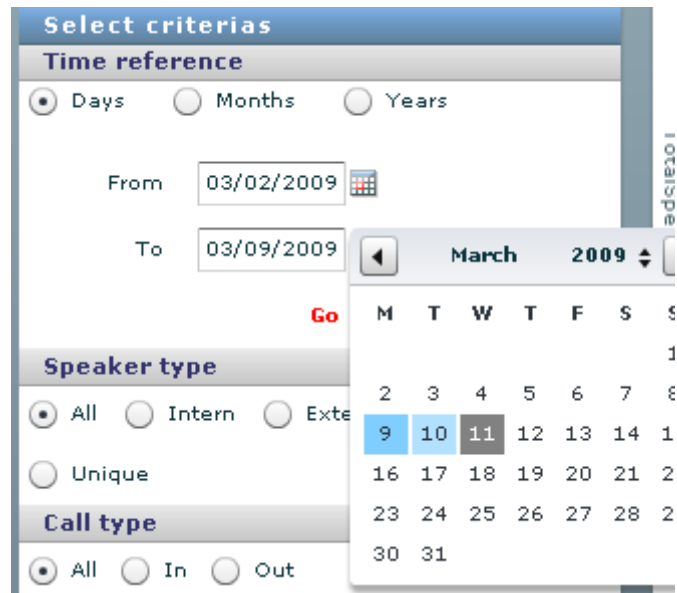
- Today,
- Yesterday,
- This week,
- Last week,
- This month,
- Last month.

Shortcuts	
Yesterday	Today
Last week	This Week
Last month	this months

2.2.2. Filtering on Time reference

In order to refine your statistics on a specific period, you can use the option "Time reference". You will be able to select a specific period (multiple days, months, and/or years) through a calendar by entering the start and end dates for the period.

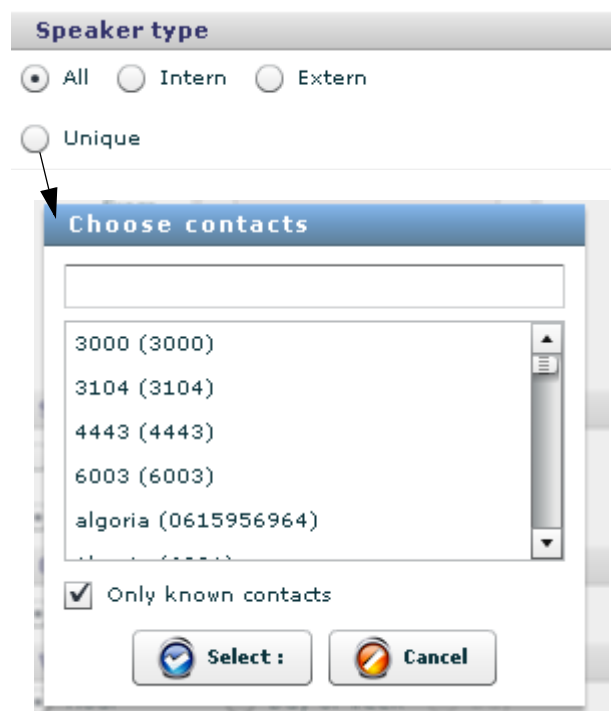
Note: When clicking on a shortcut, the dates are also updated in the Time reference criteria window.



2.2.3. Filtering on Speaker type

You can filter data on the calls by certain type of contacts:

- *All*: to select All calls (Internal + External).
- *External*: to select calls not included on the internal numbering map.
- *Internal*: to select calls based on the internal numbering map.
- *Unique*: to select calls to/from one of your contacts: A window of contact lists is displayed in order for you to select a contact name on which the data will be reported.



2.2.4. Filtering on the type of call

You can filter calls on their origin, *All* meaning by default both incoming and outgoing calls.



Call type

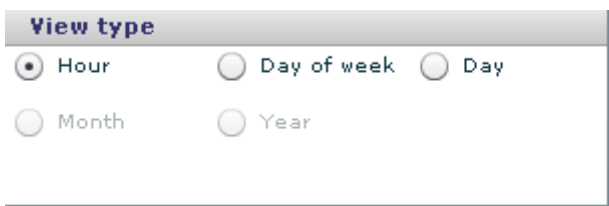
All In Out

By combining this parameter with the established or failed calls measures, you can for example get the number of incoming failed calls.

2.3. Displaying by View type

Depending on the duration of the period, different views are available.

For each period, a total view is always available, providing the aggregation of all calls for the whole duration of the relevant period.



View type

Hour Day of week Day

Month Year

Daily period:

- If the period duration is a day, you can select a view by hour.
- If the number of days is between 2 and 31, you can select views per day, per cumulated hours, or per cumulated days of the week.
- If the number of days is above 31, you can only select views per cumulated hours or per cumulated days of the week.

Monthly period:

- If the selected period is a month, you can select views per day or cumulated days of the week.
- If the number of months is between 2 and 12 months, you can select views per months or cumulated days of the week.

Yearly period:

- If the selected period is a year, you can select a view per month.
- If the period is longer than a year, only a view per year is available.

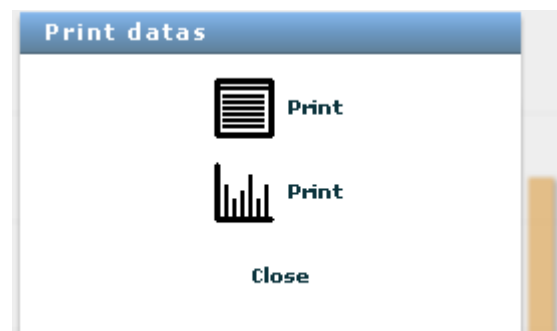
2.4. Printing, Exporting and saving

Reports (Tables and graphics) can be printed or exported, and selection criteria saved and retrieved.



2.4.1. Printing reports

When you click on the *print* button on top of the report, a window allows you to choose to print out the relevant table or graphic.



2.4.2. Exporting Data

You can export data in order to load them in another statistical or presentation software.

To Export data, click on the "Export" icon.

Enter a name for the export file then click on the *Finish* button.

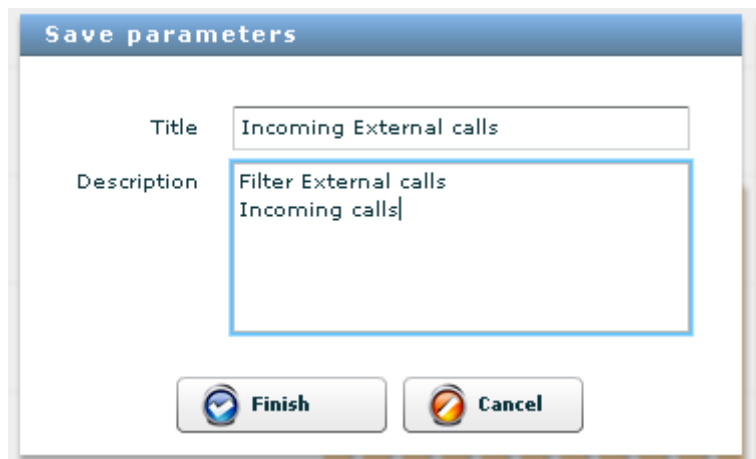
The file format is csv (delimited text file).

2.4.3. Saving and loading report parameters

You can save report parameters in order to retrieve report templates later on.

To Save report parameters, click on the "Save" icon.

Enter a name (Title) and description then click on the *Finish* button.



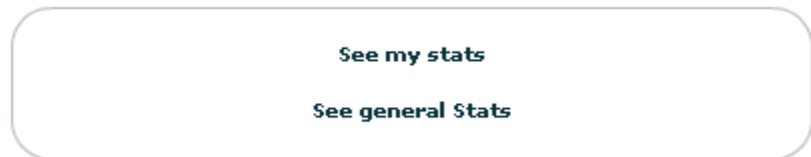
To retrieve your saved statistics, click on the "Load" icon. You will then be able to select a report in the list of previously saved reports and either delete or load the report parameters.



3. TWS Stats Admin

TWS Stats Admin is an additional configuration which allows you to obtain the same statistics on multiple users and/or group of users. If you have access to **TWS Stats Admin**, the following window will open when clicking on the Stats icon:

By clicking on "See general Stats", you will be able to open the **TWS Stats Admin** module

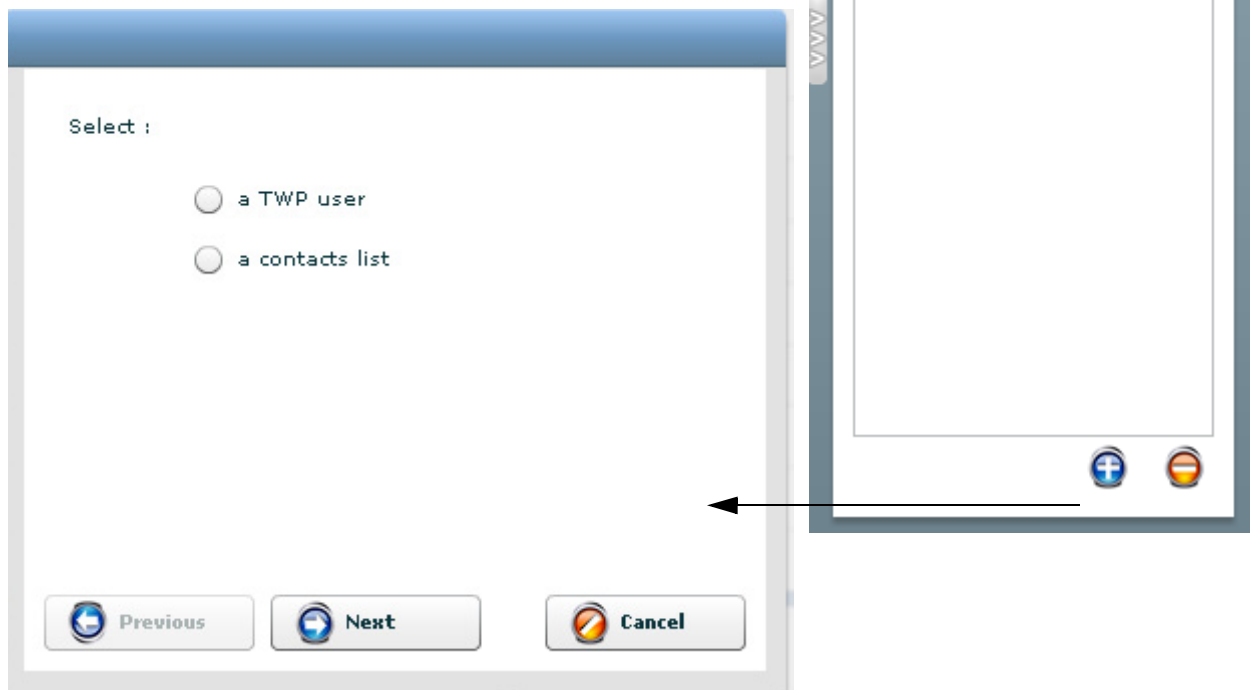


An additional window called Stats Admin is then added on the right of the standard TWS Stats interface.

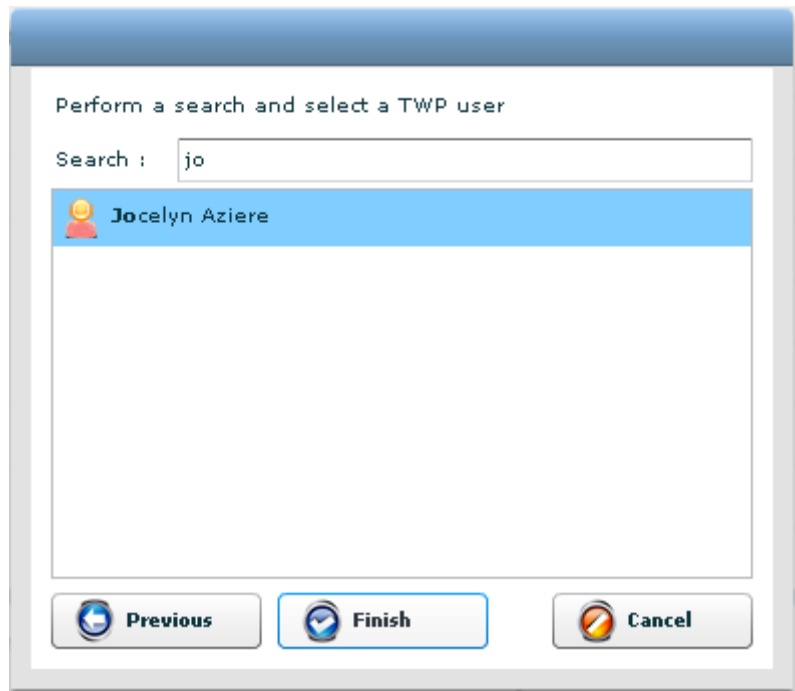
The window lists the users or group of users currently selected. To add or remove users or group of users from the list, click on the relevant icon on the bottom of the screen.

When clicking on the "+" icon, you are asked to choose between adding a TWS user or a contacts list.

Once selected, click on "Next"

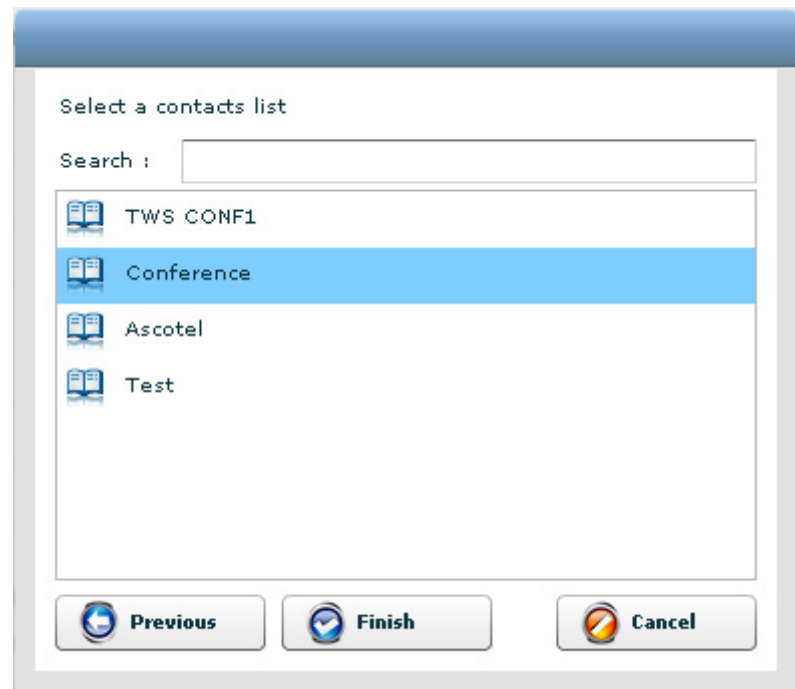


If you select a TWS user, the list of all TWS users appears, you can search the contact you are looking for, or select the relevant contact in the list and click on "Finish".

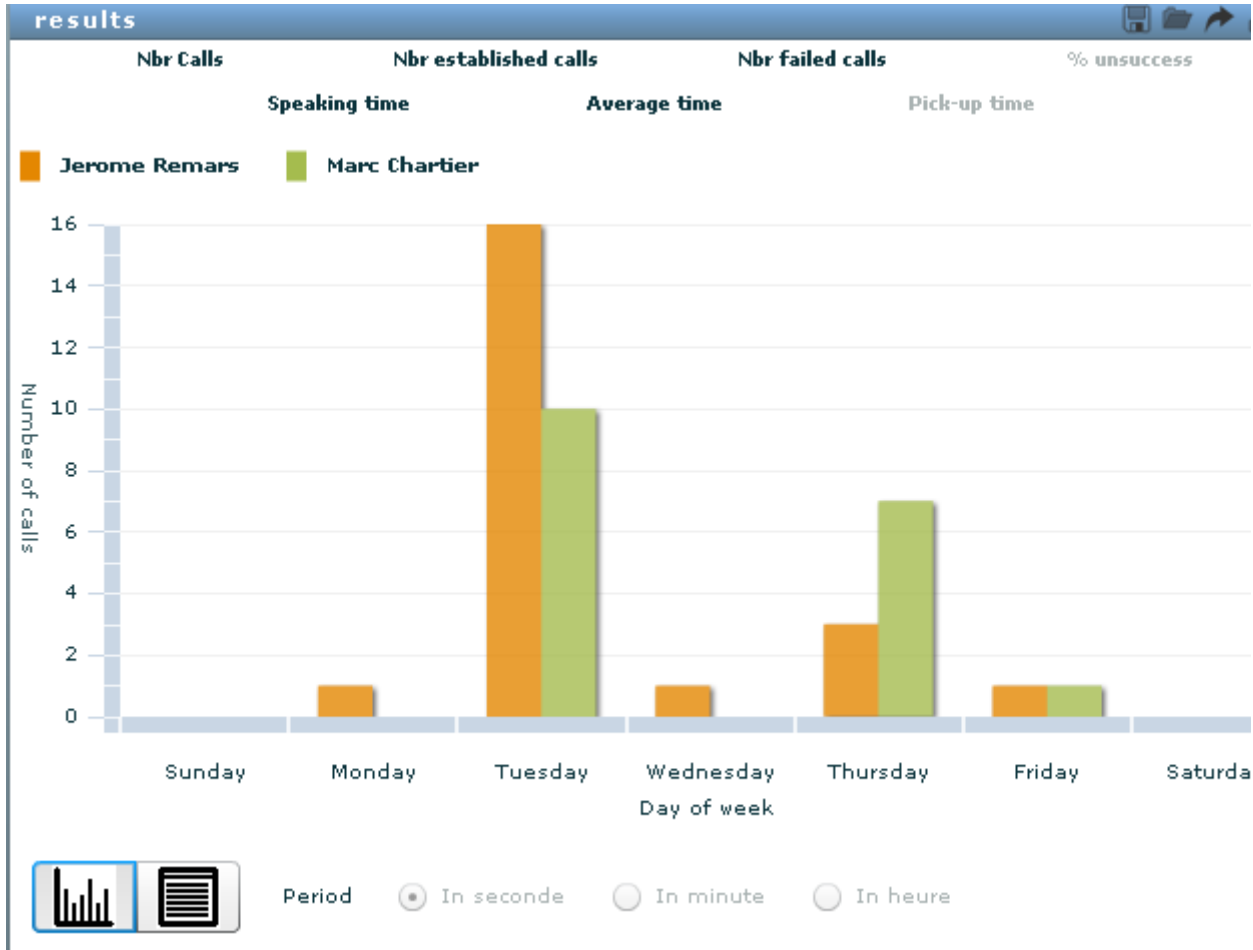


If you select "a contacts list", the list of your contacts lists is displayed. Select the relevant list and click on "Finish".

Note: To create contacts lists, please refer to TWS Caller documentation.



Once users or lists of contacts selected, the reports (Graphic or table) displayed in the results window clearly highlight the different users or contacts lists through colors (in graphics) or lines (in tables).



4. Statistic rules of accounting

Counting internal calls: These are all calls with a length of phone number \leq the phone number length in the internal numbering map.

Established incoming calls: these are all incoming calls which have been picked-up by the relevant user in question.

Failed incoming calls: these are incoming calls which have not been picked-up by the relevant user in question.

Established outgoing calls: These are outgoing calls which have been picked-up (not systematically expected called party eg in case of calls forwarded to voice messaging).

Failed outgoing calls: These are outgoing calls which have not been picked-up by the correspondent.